

Service Operations Director

Location: Bromborough, Wirral, with travel as required

Reporting to: Managing Director

Salary: Competitive, dependent on experience

Lead an established Service division and shape its future

ADC Entrance Solutions is looking to appoint an experienced Service Operations Director to lead and develop our Service division.

The department provides servicing, maintenance and repairs across automatic doors, industrial doors, roller shutters, gates and barriers. It comprises a large field-based engineering team supported by a Service Manager, Engineering Team Leaders and an experienced office-based team.

This is a Board-level role with overall responsibility for the division's operational, commercial and customer performance. You will develop its long-term strategy, strengthen key client relationships and lead the controlled geographical growth of our service offering.

The Role

You will:

- Develop and implement the long-term strategy for the Service division.
- Take overall responsibility for service delivery, profitability and customer satisfaction.
- Lead and develop the Service Manager, Project Management team and Engineering Team Leaders.
- Build strong relationships with key clients and act as the senior escalation point.
- Lead the geographical growth and future development of the division.
- Identify opportunities for service improvement, innovation and sustainable growth.
- Oversee service contracts, budgets, forecasts and departmental targets.
- Improve engineer productivity, response times, first-time fix rates and PPM performance.
- Use technology, systems and operational data to improve efficiency and customer service.
- Maintain high standards of engineering quality, health and safety, and customer care.
- Contribute to wider business strategy and decision-making as a member of the Board.
- Work closely with Commercial, Finance, Purchasing, SHEQ and the wider operational teams.

What We're Looking For

You will have senior leadership experience within a service, maintenance or field-based engineering operation.

Experience within automatic doors, industrial doors, roller shutters, gates or barriers would be ideal. We will also consider strong candidates from comparable sectors, including facilities management, HVAC, lifts, security, fire protection or specialist engineering.

You will need:

- Experience leading and developing a sizeable field-based service operation.
- Experience managing teams through managers or team leaders.
- Strong commercial awareness, including responsibility for budgets and profitability.
- Excellent client communication and relationship-management skills.
- Experience developing and implementing operational or service strategy.
- A proven ability to use systems and data to improve performance.
- A supportive, confident and accountable leadership style.
- The ability to contribute effectively at Board level.
- A full UK driving licence.

Experience managing service contracts with defined SLAs and KPIs, leading geographical growth or using Simpro would be advantageous.

Why Join ADC?

- A senior Board-level position with genuine influence.
- The opportunity to lead an established and experienced Service division.
- Scope to shape the division's strategy, structure and geographical growth.
- Competitive salary with annual pay reviews.
- Company vehicle or car allowance.
- Holiday entitlement increasing with length of service.
- Company pension.
- Health Cash Plan and Life Assurance.
- Professional development opportunities.
- Regular charity and social events.

About ADC

Established in 1997, ADC Entrance Solutions is one of the UK's leading providers of entrance solutions. We are a growing and ambitious family business committed to quality, professionalism, innovation and customer service.

This is an excellent opportunity to lead an established Service division, shape its future development and play an important role in the continued growth of the wider business.